



Hi, Solo resellers!

I wanted to send out this communication to address some feedback we have heard recently around the Solo Connect kits, kit generations, and how users can re-activate kits.

First and foremost, let me remind everyone that our goal with Solo Connect is that users can stop a subscription at any time - there is no commitment with the subscription. And we hope they can re-start the subscription when they need to. Exactly how easy it is to restart that subscription has been something that needed work on our part, and in some ways still does, but it's greatly improved from the earliest generation of kits.

However, some other issues have occurred that caused us to have to replace some kits in the field, and because we do that when a user tries to re-activate a kit, it seems to have led to some idea that every time a user re-starts a subscription, we need to send a new kit - which is both not true and not our intent.

Let me explain in more detail:

- We have had about 4 generations of kit makeups over the past 2 years: kits with the original plans which could not be restarted after being canceled (by carrier rules), kits that used the multi-network sims which we later found a compatibility issue with on one modem, and most recently kits that use much more versatile plans direct from the carriers.
- When we get a reactivation for an inactive kit, the data team checks the generation of the kit and if it falls into one we don't feel we can support in the field any more, we contact the customer saying we need to replace the kit. This includes the kits with multi-carrier sims in the Inseego USB800 (the problem we found, mentioned above), or very old kits based on the old plans.
- However, some later generation kits, call them gen 3 and 4, are fine to stay in the field.

So, while we no longer have the issue that once deactivated, a sim can never be re-activated (a consequence of the very old, original AT&T plans we used), we do have gen 1 and gen 2 kits still in the field that when we see a re-activation of, we replace.

That replacement can take a few business days of shipping and has led to one or two situations where a user re-activated only just before their need and were frustrated that the kit could not be turned right back on. We always try to help such customers - overnighting kits if we must, or in a few cases, even same-day couriering them if that is an option. But, as this group probably well knows, you will always find one situation where you can't help the user in time, and they walk away with a bad experience.

As the gen 1 and 2 kits fade away, we should be back into a much more stable period of kits that can be re-activated quite quickly (same business day as the user re-activating them) and we see some signs of getting there already.

If anyone has any questions of course feel free to reach out to resellersupport@liveu.tv and let us know. We are always happy to answer them!

Dan Pisarski
Solo Product Manager

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